

MAYOR'S EDUCATION REFORM



The Office of the Ombudsman for Public Education

The Office of the Ombudsman for Public Education will build both the trust and public engagement needed for effective school reform. Staff will return parents' and teachers' calls, answer questions and exchange information. An independent Ombudsman will provide professional, confidential assistance in resolving issues. The Ombudsman will also analyze the information received from the public to identify problems and propose solutions.

The Office of the Ombudsman will function as a communication service center, providing:

- a single point of communication in District Government for questions and concerns regarding public education from birth into adulthood;
- a confidential, informal process to receive and investigate the concerns of families and school community members and assist in solving problems;
- a database to track complaints, identifying and addressing systemic problems;
- proposals for improvement and specific means by which those improvements could be made;
- frequent reports to the Chancellor and Deputy Mayor for Education and monthly reports to the Mayor about the nature and trends of complaints and proposed solutions.

The Office of the Ombudsman will work to ensure that all District providers of public education meet the high communications standards required of DC agencies. The Ombudsman will focus initially on the District of Columbia Public Schools (DCPS), providing training and consultation to ensure that all DCPS employees meet required standards of communications and customer service.



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- parents, teachers, community members can call at any time
- office main phone always staffed during hours of business
- after hours message
- performance goal of no more than one transfer per caller
- efficient management of response time and “call” closure
- effective training of POC

Communication Center



- return calls in 24 hours
- acknowledge correspondence in two business days
- track all calls, correspondence, emails and walk-ins so that they can be analyzed by nature, volume and status

Ombudsman Services



- confidential
- independent
- neutral and impartial
- informal
- full access to schools
- empowered to assist problem resolution

Trend Analysis and problem-solving



- report on elements that impact delivery of quality education
- monitor consumer satisfaction
- identify emerging problems

